



### Short Term Disability (STD) Tips

1. Contact your supervisor.
2. Contact Liberty Mutual at 1-844-247-4446 or file online at [www.mylibertyconnection.com](http://www.mylibertyconnection.com). If you have not registered online before, you will need to register as a new user. The new user company code is: VEOLIA
3. There is a one week elimination period, based on your reason for disability and disability class you fall under in which benefits are not paid. Contact Tania Brooks via email @ [Tania.Brooks@veolia.com](mailto:Tania.Brooks@veolia.com) or phone 617-502-4444 if you would like to use PTO (Vacation/Sick/Floating Holiday) to supplement your pay.
4. Most STD policies do not pay 100%. If you want to use PTO to supplement your pay, please contact Tania Brooks.
5. Your treating physician's office should have a form that you need to sign to authorize Liberty Mutual to request your medical records directly from your physician. If you need a form, you may click [here](#) and print out a generic form to take to your physician's office.
6. Follow up with your physician's office to make sure they are sending all of the information requested by Liberty Mutual in order to avoid delays in your short term disability being approved.
7. Make sure your home address and phone number(s) are up to date in Globalview. If they are not, please reach out to the Shared Services Center @ 1-800-646-4601 (option 5) to get your personal information updated.
8. When you return to work, you will need to notify Liberty Mutual of your return to work date along with a physician's release to Liberty Mutual and your supervisor.

### Long Term Disability (LTD) Tips

1. Make sure you return the LTD application in a timely manner to Liberty Mutual. If you have any questions in regards to your LTD, you will need to contact Liberty Mutual directly as Veolia does not make any determination or LTD payments.
2. Make sure your physician is communicating the proper information to Liberty Mutual.
3. Once you are on Long Term Disability, your health and welfare benefits will be billed to you through Veolia's direct bill vendor Connect Your Care. You will receive a letter indicating monthly insurance amounts due directly from Connect Your Care. Be sure to pay this bill according to the instructions provided by Connect Your Care.  
**Failure to pay your monthly insurance premiums will result in termination of your benefits.**
4. Once you are on leave a total of 12 months from your Short Term Disability start date, your life insurance must be converted to an individual policy, which will require you to pay the vendor directly.
5. Your life insurance conversion letter will arrive at your home address via US Postal mail. Be on the lookout for the letter which is sent by Liberty Mutual. You have **31** days to notify the carrier of your intention of continuing the policy. If you do not convert the policy, you will lose your life and accidental insurance coverage.

### FMLA Tips

1. Notify your supervisor that you will be filing for FMLA.

2. File a claim with Liberty Mutual by contacting them at 1-844-247-4446 or by going online at [www.mylibertyconnection.com](http://www.mylibertyconnection.com). If you have not registered online before, you will need to register as a new user. The new user company code is: VEOLIA
3. PTO time may be used for FMLA unless you have a CBA with more specific guidelines.
4. For intermittent leave, you must report the time to Liberty Mutual. (Failure to do so could result in disciplinary action determined by your HRBP).
5. During intermittent leave, request PTO as you would normally.
6. If it is a long term FMLA leave, please contact Tania Brooks to administer PTO time.